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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

Competition is essential. I currently have Sonic Fiber in San Francisco, and LOVE the service. They are appropriately motivated to go above and beyond for their customers let's keep it that way.

I was previously stuck with Comcast. Their customer service experiences are the worst I have ever experienced. I cannot say enough bad things about them. Their customer support is an absolutely miserable, antiquated experience for (probably) everyone who calls in. This sad state of affairs will not improve until competition hits them on their bottom line only then will they take notice.

Relatedly, I did have the chance to move away from them, but didn't. Several years ago AT&T fiber was brought to our neighborhood, after a long battle with city officials. I was elated, eagerly expecting to pay more for blazing fast gigabit speeds. However, when they rolled out their service, they didn't offer anything better than Comcast was offering, at all the same price points as Comcast. I was livid. As another effective incumbent in the market, they simply matched the other player in the package for package. I did not switch as I did not want to reward this behavior.

Then, Sonic came along. They offered gigabit speeds via fiber to the curb for HALF of what Comcast and ATT were charging for an order of magnitude less bandwidth. On top of this, their customer service is exceptional. They worked quickly and efficiently in our neighborhoods to provide a materially better offering in the market.

I cannot overstate how important Sonic is in our life. Internet is a fundamental technology that we rely on all day every day. With Comcast and ATT, I literally felt trapped, knowing that the technology existed to provide better service only the will was missing. This feeling extended beyond the service level and price, it also extended to the policies that these companies would enact around how my information was bought and sold. (This can be the subject of an entirely separate letter.) Now, with Sonic, I feel treated fairly. I feel as though they care about the customer first. And I feel happy as a consumer, not fearful and trapped.

Competition is the most critical ingredient in this marketplace. Please, do not discourage it; please, please do everything you can to encourage it.

Chris Lambert